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195281
195282



2006.222.C
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2000-520.C

September 22, 2008

Charles Terreni
Chief Clerk and Administrator
SC Public Service Commission
Saluda Building, 101 Executive Center Dr.
Columbia, SC 29210

Re: Resubmission of Quality of Service Reports for Q1 & Q2 2008

Dear Mr. Terreni:

Please find the enclosed Quality of Service Reports for Hargray Telephone Company, Inc., Bluffton Telephone Company, Inc. and Hargray, Inc. for the 1st and 2nd Quarters of 2008.

As requested, we are resubmitting this information with request that this information be kept confidential and not available for public inspection. I have enclosed a CONFIDENTIAL version and redacted version. Additionally, please be advised that the information reported has not changed in comparison to previously submitted data.

Should you have any questions or concerns regarding the enclosed, please contact me directly at 843-815-1906.

Sincerely,

Cissy Zareva
Regulatory Assistant










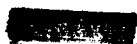




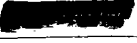
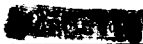


PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q1 / 2008

Reporting Month	JANUARY	FEBRUARY	MARCH
Number of Customer Access Lines Provided:			
via Resale	~	~	~
via UNE-P	~	~	~
via Other Methods			
Total Line Count			
<u>Trouble Reports / Access Line (%)</u> Objective: < 7%			
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)			
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)			
<u>Commitments Fulfilled(%)</u> Objective: > 85%			

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information: _____



















PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q2 / 2008

Reporting Month	APRIL	MAY	JUNE
Number of Customer Access Lines Provided:			
via Resale	~	~	~
via UNE-P	~	~	~
via Other Methods			
Total Line Count			
<u>Trouble Reports / Access Line (%)</u> Objective: < 7%			
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)			
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)			
<u>Commitments Fulfilled(%)</u> Objective: > 85%			

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES



NO



Person Making Report / Contact Information:

